COLLABORATION AMPS EXTERNAL USER JOB AID

User Reference for the Defense Logistics Agency's Account Management and Provisioning System (AMPS)

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Introduction

The DLA Account Management and Provisioning System (AMPS) has been
designed to automate the manual processes currently involved in the creation and
maintenance of external end user DLA Collaboration accounts. The AMPS
replaces the DLA Enterprise Systems Account Management (DESAM) system
formally used to obtain access to the DLA Collaboration system.

Purpose:

- Collaboration external end users will access the DLA Account Management and Provisioning System (AMPS) to submit System Authorization Access Requests (SAARs) in order to obtain the access required to perform the functions associated with their Collaboration job role
- Users will be able to Self-Register and Request Access through AMPS
- The purpose of this job aid is to provide end users with the navigational help they need to perform the basic functions of AMPS
- The goal of the system is to enhance the efficiency of the account request and maintenance processes by minimizing the amount of manual human intervention required.

Business Scenario:

 External end users will use AMPS to request access to the Collaboration system, update their user profile, and to check the status of their request(s)

Audience:

• External end users of the BSM Collaboration system

Frequently Asked Questions (FAQ)

What is AMPS?

 The DLA Account Management and Provisioning System (AMPS) is a web-based account management system that will provide external Collaboration system users with an automated tool for requesting user accounts and passwords for the Manugistics Collaboration system

Why is DLA implementing AMPS, and what are its benefits?

- The AMPS replaces the DLA Enterprise Systems Account Management (DESAM) system in order to absorb some of the advantages listed below:
 - Automation of the user account request process
 - o User ability to check on the status of existing in-process account requests
 - Enhanced Supervisor / Collab POC capabilities to better manage subordinate application access
 - An automated approval process resulting in enhanced productivity for Supervisor
 / Collab POCs and Security Officers
 - Provide end users the ability to annually extend their access requirement and validate your 'current/active' status
- The AMPS is an intuitive system that can be accessed through your desktop web browser. AMPS streamlines the account access request and approval process providing more efficient access to DLA computer systems
- AMPS leverages existing data reducing the data entry required by the end user
- External end users will be able to access AMPS so they will not have to submit a paper DISA Form 41, or DD For 2875, Systems Authorization Access Request (SAAR), to obtain access to DLA Collaboration systems

Who is impacted by this release of AMPS?

• All users who have or require access to the DLA Collaboration system

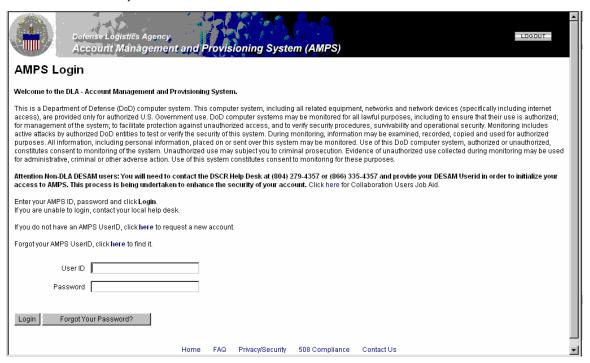
Where can I get more information on AMPS?

 You can also contact your AMPS Representatives at (804) 279.4357 or DSN 695.4357 or toll free at 1.866.335.4357

How often will I need to access AMPS?

- If you do not currently have access to the Collaboration system, you will initially access AMPS to submit your Systems Authorization Access Request (SAAR) for access to the Collaboration system
- If you already have access to the Collaboration system, you will initially access AMPS to update your profile
- You will also receive an annual email requesting you to log on to AMPS and validate your 'current/active' status

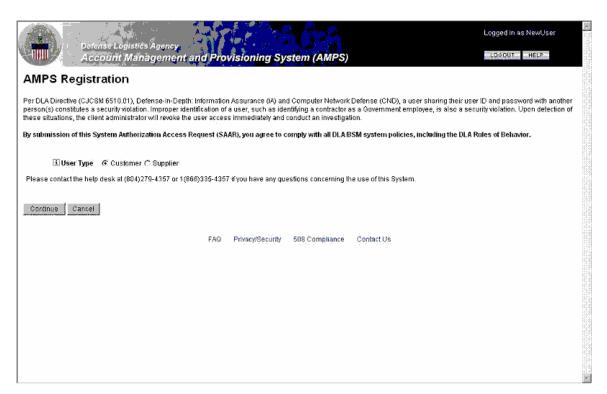
AMPS External Account Request (Non-DLA Government, Military or Contractors)



Navigate to the AMPS using this URL: https://amps.dla.mil/

External end users (Non-DLA Military, Civilian, Contractor, and Suppliers/Vendors) can request a Collaboration account by clicking on the designated 'here' link.

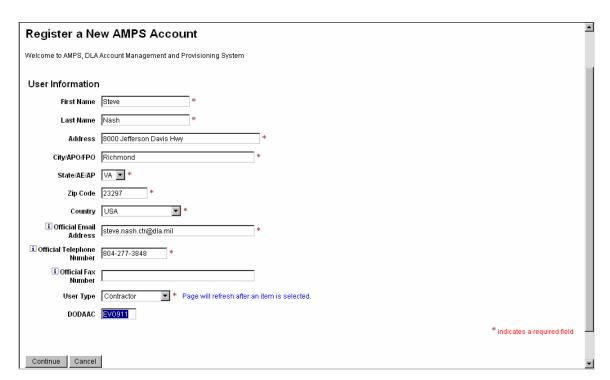
External end users who have obtained an AMPS account can access their information by inserting their User ID and Password and clicking the Login button at the bottom of the page.



Designate yourself as either 'Customer' (Military Service sites e.g. Navy, Air Force, Army, Marine, or Military Contractor) or 'Supplier' (Vendors e.g. Boeing, Northrop Grumman) and click the 'Continue' button.

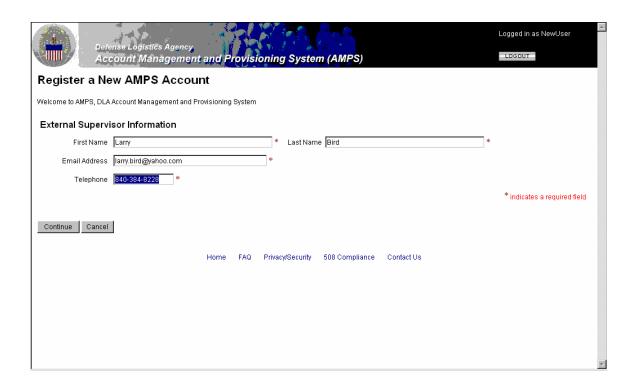


Affirm your agreement with the DLA Privacy Act Provisions by clicking the 'I agree' checkbox at the top of the form and click the 'Continue' button.



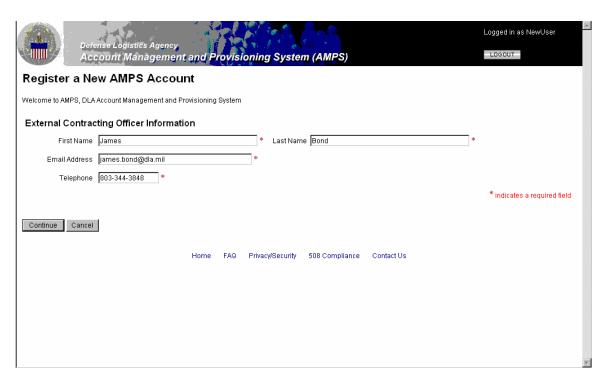
Provide your contact information and other descriptive information. Validate your email address was entered correctly and then click on the 'Continue' button to proceed.

NOTE: At each drop down box selection the page will refresh, please wait for the refresh before continuing to the next box



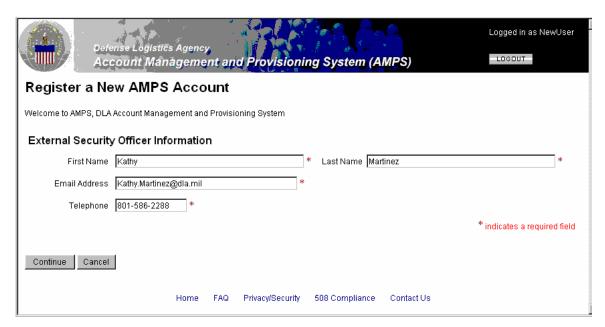
Provide your Collab POC* contact information in the Supervisory Section. Your Collab POC has been designated as the approving authority for this system, vs. your supervisor. Validate the Collab POC email address was entered correctly and click on the 'Continue' button to proceed.

NOTE: Notify your Collab POC that a request for authorization / approval <u>email</u> will be sent to them at the completion of this SAAR.

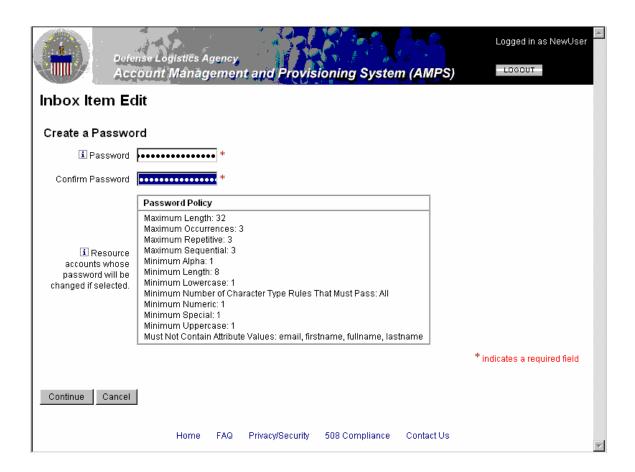


The external contracting officer information screen will display (If the user selected 'Contractor' as their User Type on the "User Information" form).

Fill out the required information and click the 'Continue' button to proceed.

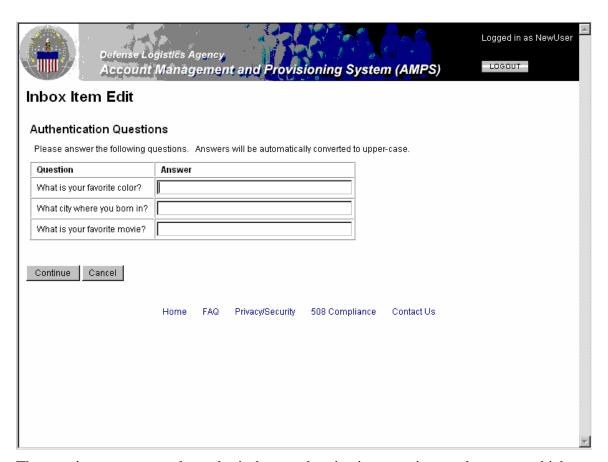


For the purpose of Collaboration, Kathy Martinez has been designated the Security Officer, enter the contact information as listed above and click on the 'Continue' button to proceed.



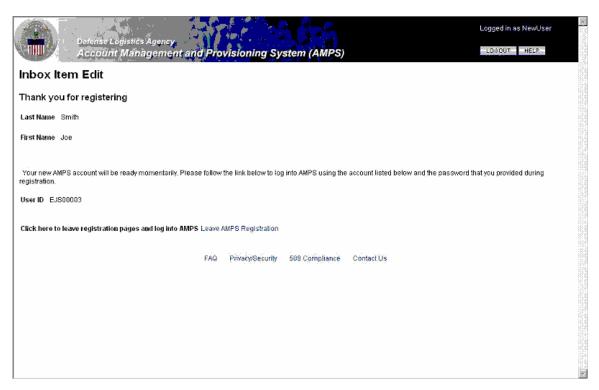
Next, create a password in conformance with DLA guidelines, as listed below.

The password must contain at least <u>two numeric character</u>, <u>two upper case letters</u>, <u>two lower case letters</u>, and <u>two special characters</u> (i.e. '*', '&', '\', '\', '\', '\', '\' etc.). The password must be <u>at least nine (9) characters long</u> and cannot contain any words found in the dictionary.



The user is next prompted to submit three authentication questions and answers which are utilized in the event of a forgotten password.

NOTE: The answers to these questions will be required if you forget your password so use caution when selecting abbreviations. You will be able to submit your own personalized questions and corresponding answers upon creation of their account via their profile page.

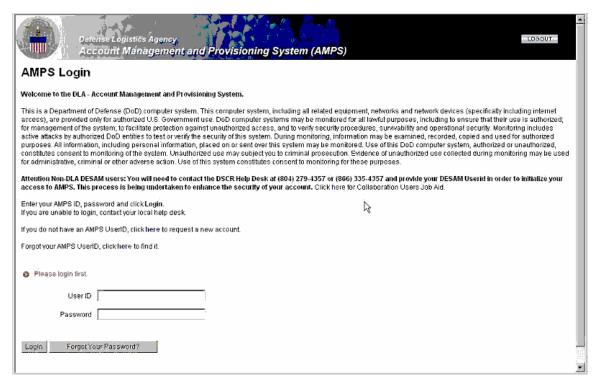


Upon submission of your information, you will be provided a User ID and can now access the application using this User ID and the password previously chosen during the registration process.

You can now submit your request for the Collab Job Role.

In order to do this, you must logout of this screen by clicking the 'Logout' button in the upper right corner of the page and log back into the system by clicking the 'Login' link on the subsequent page and utilize your new <u>User ID and password</u>.

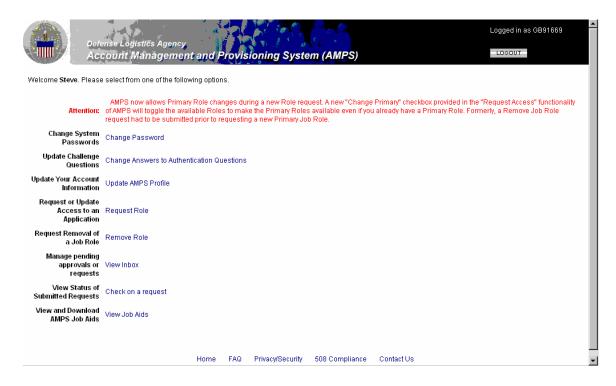
External User Login



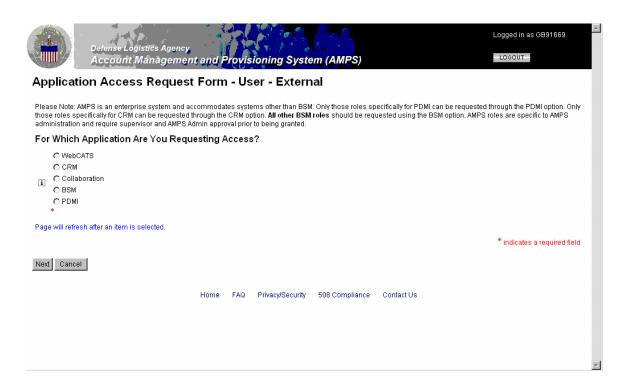
URL: https://amps.dla.mil/

Type in your new User ID and Password

Role Request Process – External DLA User (Non-DLA Government, Military, Supplier/Vendor, or Contractor Personnel)



To request a new role click on the 'Request Role' link



Select 'Collaboration' and click the 'Next' button to proceed.



Select your appropriate Sub Category (Customer or Supplier), wait for the screen to refresh, and then click the 'Next' button to proceed.

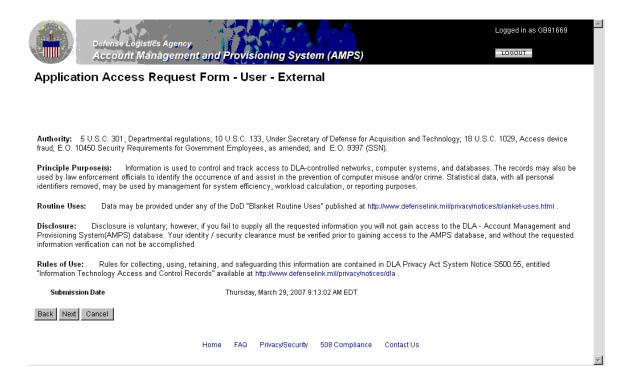
NOTE: Do not leave 'Default' selected or you will **not** see the correct roles on the next screen.



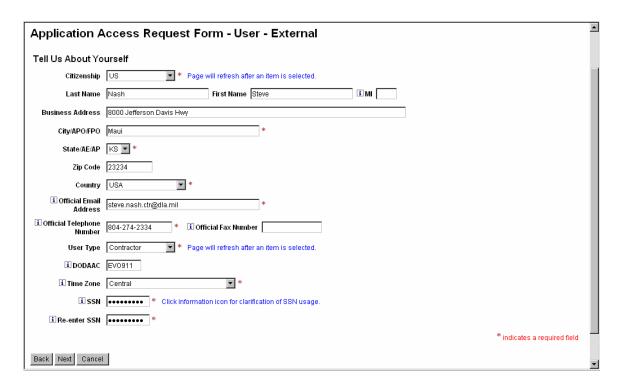
The next screen will list your current application roles and provide the role options available to you. Highlight the desired role and click the '>' arrow to choose the role. Then click on the 'Justification for Access Comments' textbox and type your reason for requesting this role. Finally, click the 'Next' button to proceed.

Customers will select either **JD-384** for **UPDATE** access or **JD-383** for **VIEW** only access

Suppliers will select either **JD-385** for **UPDATE** access or **JD-386** for **VIEW** only access



Click the 'Next' button to affirm your acceptance of the DLA Privacy Act Agreement and proceed.



Most of your information is pre-populated on the form. Provide your Citizenship, SSN (US citizens) and any other necessary revisions, and click the 'Next' button.

NOTE: At each drop down box selection the page will refresh, please wait for the refresh before continuing to the next box



Make any necessary changes to your supervisor / Collab POC information and click the 'Next' button.



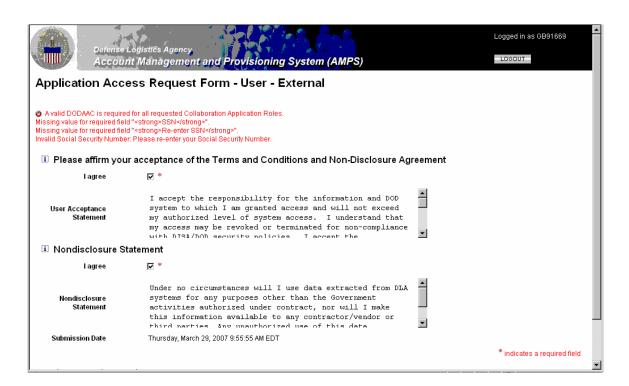
The external contracting officer information screen will display (If the user selected 'Contractor' as their User Type on the "User Information" form during self-registration or "Tell Us About Yourself" form in this process,) with the information the user provided during the registration process. Assure the information is correct, as noted in the sample above, and click the 'Next' button to proceed.



The security officer information provided during the registration process is prepopulated. Assure the information is correct, as noted in the sample above, and click the 'Next' button to proceed.



Affirm your agreement with the Terms and Conditions of Use and the Non-Disclosure Agreement by clicking the 'I Agree' checkboxes. Then click the 'Next' button at the bottom of the form.



Any issues detected or required fields not filled out will be reported at this point and will need to be corrected to continue. Click the 'Back' button(s) to return to the screens that contain the issues noted, correct them and click the 'Next' button(s) to return and try again.



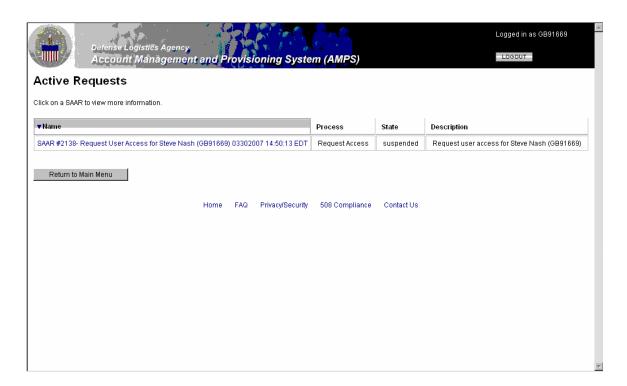
A summary of your request is shown with your SAAR number. Print this page for future status follow-up, if required and click **'Submit'** to complete request.

NOTE: Notify your Collab POC that a request for authorization / approval <u>email</u> will be sent to them shortly; access cannot be granted until the Collab POC approves your request

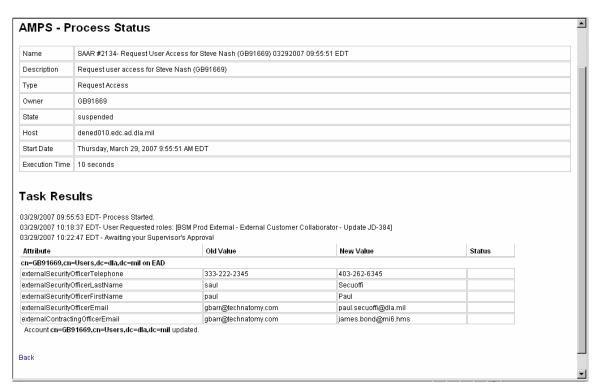
Check on a request



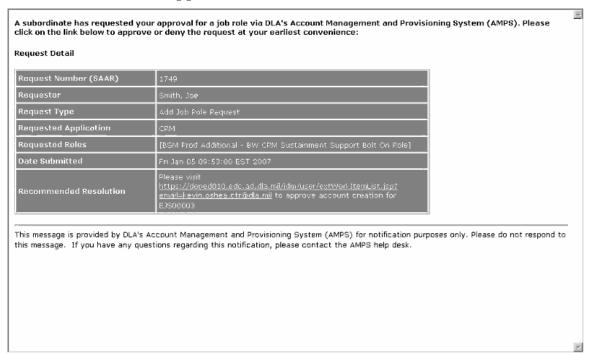
You can check on the status of a request by clicking on the 'Check on a request' link on the AMPS main menu.



All active requests are accessible from this screen.



External Collab POC Approval

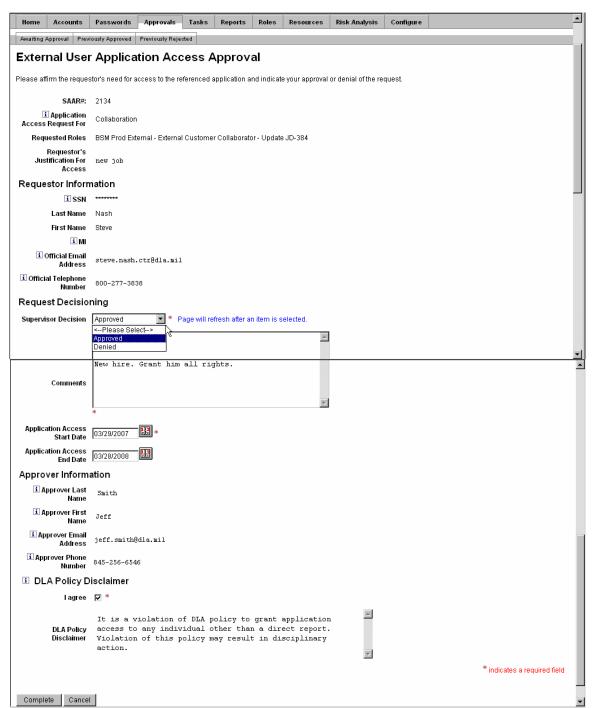


Upon submission of the request, your supervisor / Collab POC receive an email notification summary of the request. The supervisor / Collab POC / Collab POC clicks on the provided link in order to access the pending approval request.

Requests can remain in the Collab POC's Inbox up to 15 days. After 5 days of inactivity, a second email notification is forwarded to the Collab POC regarding the approval request. If the request remains dormant for an additional 5 days, another notification is generated to the Collab POC requesting their action on the request. The request is cancelled if no action is taken 15 days after generation of the initial notification.



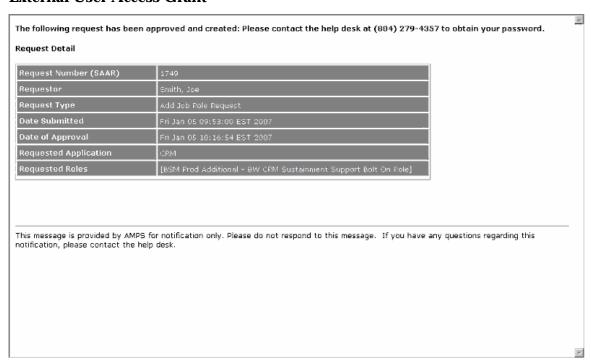
Upon clicking the link, the Collab POC is taken to the AMPS Menu. The request is accessed by clicking the 'Request Access' link.



The Collab POC decision is selected from the drop box and submitted. The Access Start / End Date will automatically populate for one year duration; if this does not automatically populate, set it at one year. External users will be required to validate their 'need to know' annually and will extend for another year at that time. If approved, the request is forwarded to the DLA Data Owner for approval. If rejected, the request is cancelled and the requestor is notified of the rejection via email notification.

NOTE: At each drop down box selection the page will refresh, please wait for the refresh before continuing to the next box.

External User Access Grant



The user receives a notification email upon approval of your request for access to the Collaboration system. When the email is received you should:

- 1) Call the DLA help desk, Commercial: 804.279.4357 or DSN: 695.4357 or toll free 1.866.335.4357, and tell the representative that you are an **External Collab user** needing your **BSM COLLAB Portal** password. (Please specify that it is **Collab** you need access to, as other external users will use this help desk for access to other systems). Provide the representative your Request Number (SAAR), which can be found in your email (see sample above).
- 2) The representative will give you a generic password, stay on the line with the help desk representative and navigate to the Collab website: https://pmc1.bsm.dla.mil. Key in the generic password provided by the help desk and you will be prompted to change it. The new password must be 9 characters which contain 2 upper case, 2 lower case, 2 numbers, and 2 special characters.

PLEASE NOTE: This Collab password will expire if inactive for 30 days so please remember to log on often to the https://pmc1.bsm.dla.mil website to keep your password active.

Role Removal

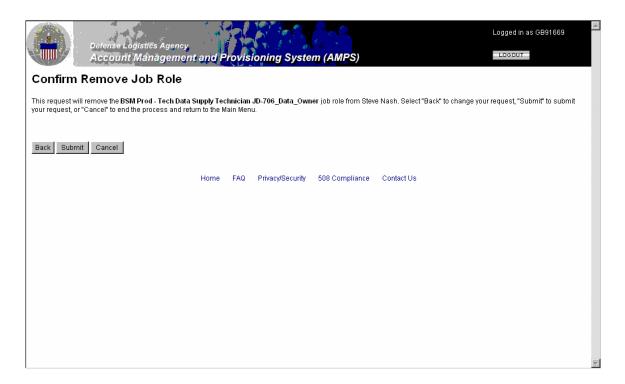


Users can initiate the removal of roles that are no longer required by clicking the **'Remove Role'** link next to the 'Request Removal of a Job Role' prompt.

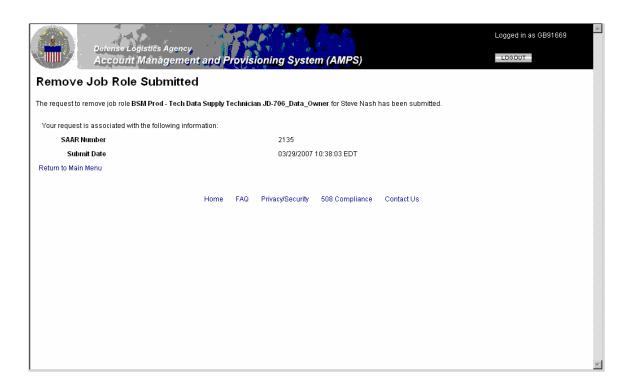


The user selects the applicable role for removal from the drop-down; clicks in the 'Justification for Removal' textbox and types their reason for the request; and then clicks the 'Continue' button.

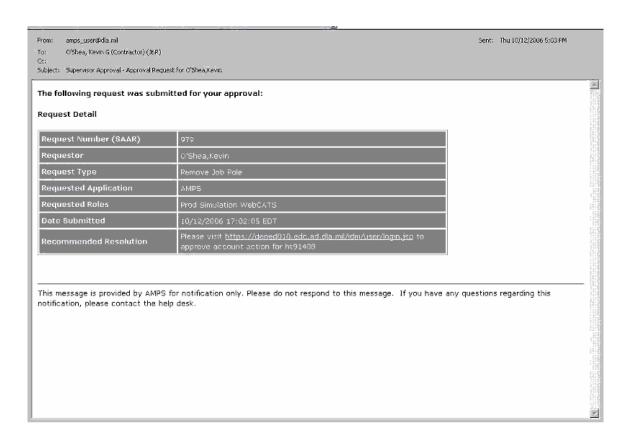
NOTE: At each drop down box selection the page will refresh, please wait for the refresh before continuing to the next box



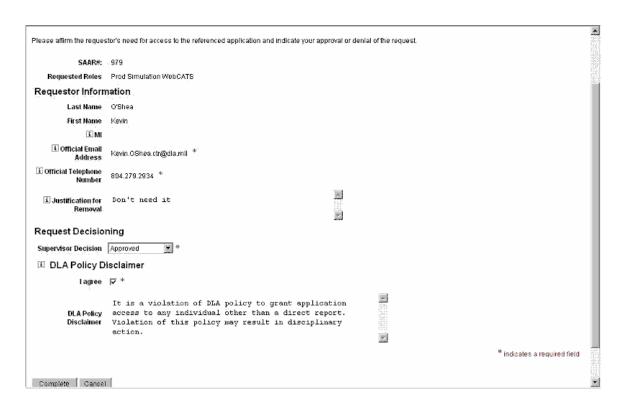
The user is prompted to confirm the job removal request. If the summary information is accurate, the user clicks 'Submit' to continue the request processing.



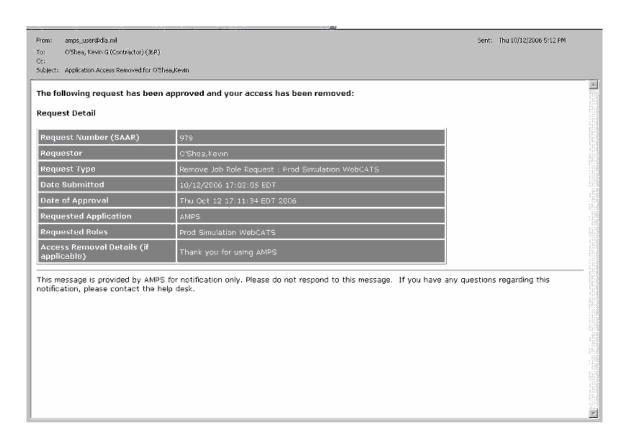
Upon submission, the user is presented with a summary of their request. At this point, the workflow initiates an email notification to the user's Collab POC for their approval of the role removal request.



Upon receipt of the request, the user's Collab POC can access the request via the link provided or via their AMPS Inbox.

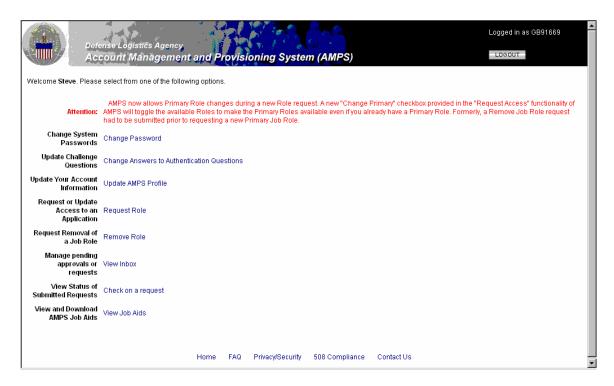


Upon indicating their decision and checking the DLA Policy Disclaimer affirmation, the Collab POC completes the process by clicking the 'Complete' button.

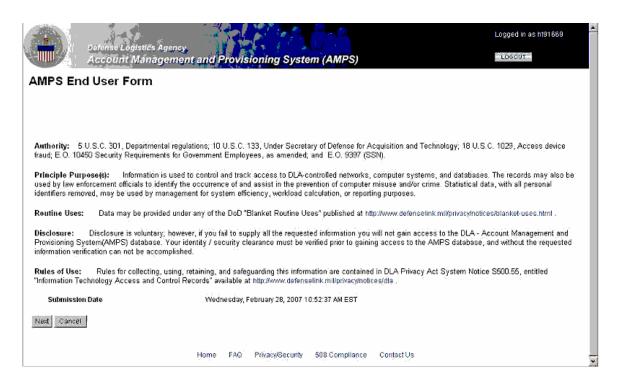


Upon Collab POC approval, the workflow generates an email notification to the requestor detailing their Collab POC's decision. In this case, the request for removal of the role was approved.

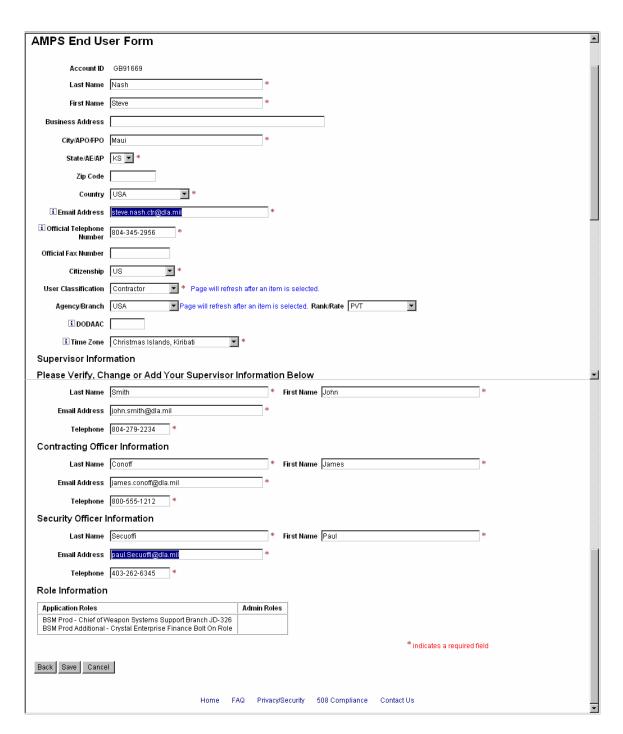
Profile Maintenance



Users can update their profile by clicking 'Update AMPS Profile' from the main menu.



Upon affirming their agreement with the Privacy Act Provisions the user can navigate to their profile page.

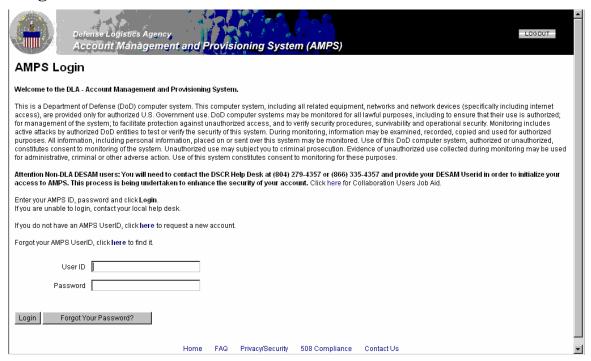


The profile page contains information relating to the user's location and contact information.

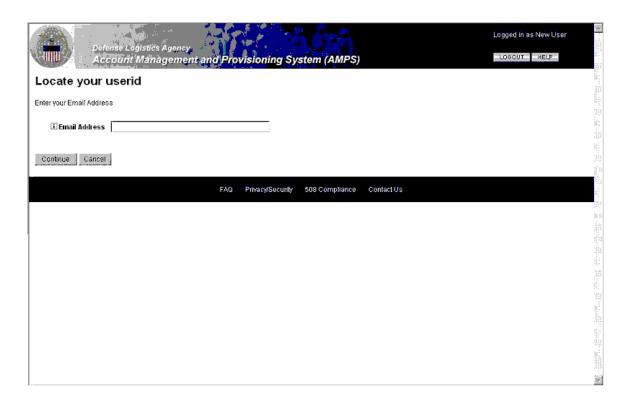
Users can edit information from this page and click 'Save'.

NOTE: At each drop down box selection the page will refresh, please wait for the refresh before continuing to the next box.

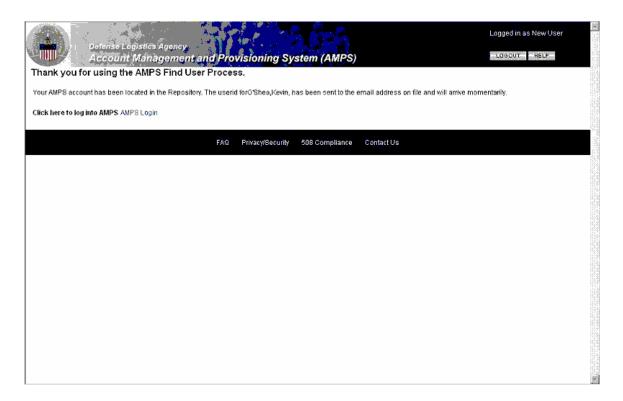
Forgot User ID Process



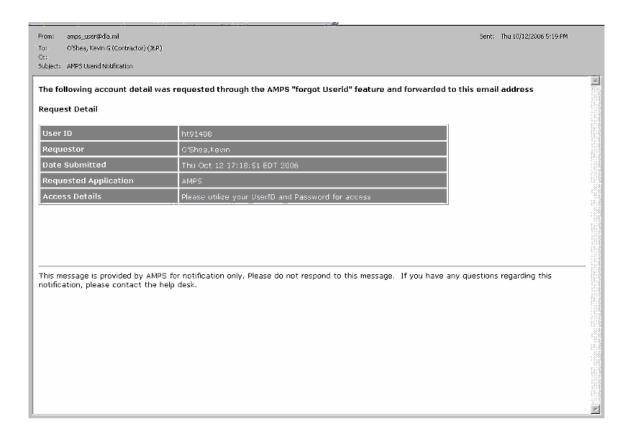
Users who are unable to remember their User ID can click the applicable 'here' link next to the 'Forgot your AMPS User ID'



You will be prompted for the email address you entered when registering for an account.

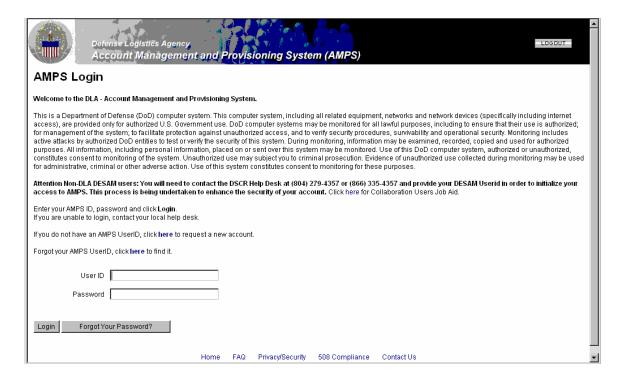


Upon successful submission of a valid email address, AMPS generates a notification to the email address provided during your initial registration process.

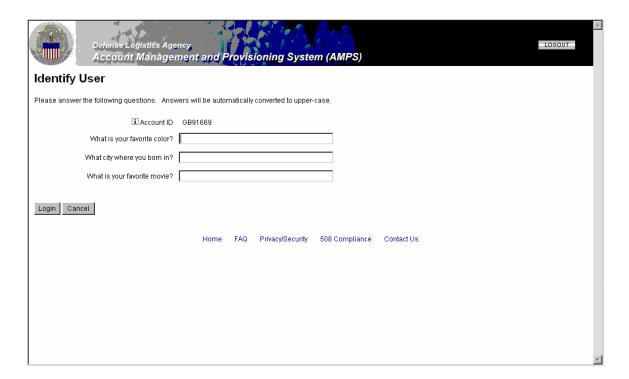


An email notification is sent to you containing your User ID generated during their initial registration.

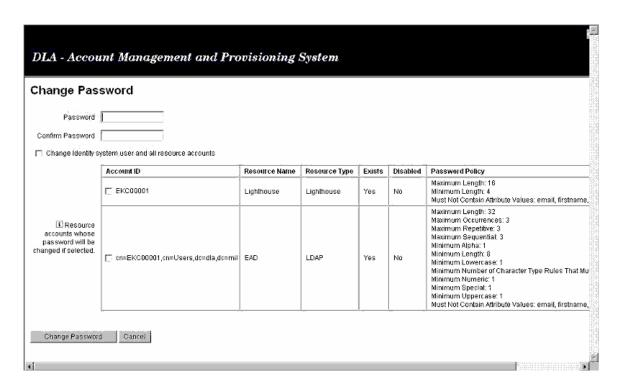
Forgot Password Process



Users who forget their passwords can enter their User ID and click the 'Forgot Your Password?' button.



The user is prompted for the answers to the questions submitted during their initial account request. If the user cannot remember the answers to the questions, they will need to contact the DSCR help desk for assistance at 804.279.4357 or DSN 695.4357 or toll free at 1.866.335.4357.



Upon successfully answering their questions, the user is taken to the password screen, where they submit their new password information.